

GSD WIN

USER MANUAL

Application Version: 2.0 and above Date Written: 03/09/2010

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SETTING UP A USER



CHANGE USER DETAILS

Time & Attendance

Please see user Time and Attendance Options

Assign A User Group

Assign the User Group here via the drop down box. You must have User Groups already set up. (Please see "Set Up User Groups")

Custom Fields

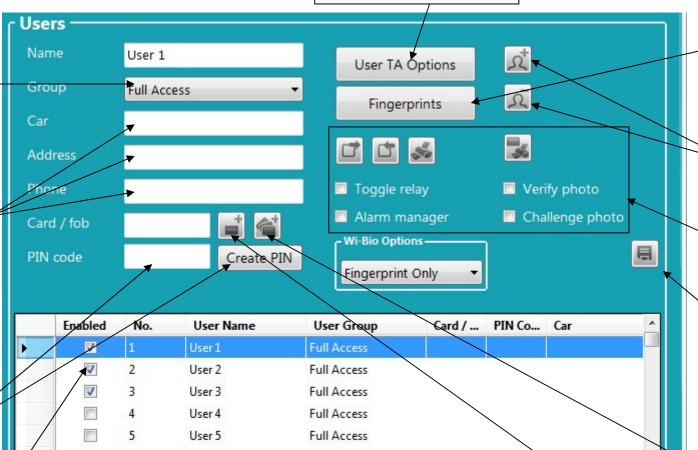
The fields **Car**, **Address** and **Phone** can be edited in the <u>Settings Tab</u> to <u>display</u> what ever field you require e.g. Staff Number, Company, etc.

Create a PIN

- 1. Enter user's PIN.
- 2. Click 'Create PIN' for the system to generate a PIN.

Enable User

Enable a user by clicking the 'Enabled' box



Full Access

Full Access

Full Access

Full Access

Full Access

User 6

User 7

User 8

User 9

User 10

10

Fingerprints

Please see enrol fingerprint for details.

User Photo

Add / Remove Photo of user

User Options

Please see User Options for details.

Save User

Click to save user details. (Always save user details if you change any detail)

Enrol Batch Cards / Fobs

Please see 'Enrol batch of cards'

Enrol a Card / Fob

Please see 'Enrol a card'

Enrol Card or Fob

Enrol A Card / Fob

Enrol Card / Fob

To 'Learn' a card or fob

— From this drop-down
menu, select the door
control that you want to
present the card/fob to
for reading.



Reading Card / Fob ID

Once the Card / fob is presented to the selected door, Card / Fob ID will appear here

Typing Card / Fob ID

You can also type Card/Fob ID, if you do not wish to scan it.

Enrol Batch of Cards / Fobs

Enter Card No

Enroll Batch of Cards

First user 1

Last user 1

Enable users

Assign users to group

Cancel

Enter the first and the last card of the batch here.

NOTE: All cards should follow numerical order.

Assign Cards to Users

First User of Batch

Select the first user number of the batch here from the drop down box.

Access Levels

Ticking this box will enable to these users.

Enrol Card Automatically Click here to learn a card /

- - X

First card

Last card

Full Access

Add

automatically presenting it to a prox door control.

(Please see "Enrol A Card / Fob")

the access level menu where you can decide what usergroup can be assigned

User Time and Attendance Options

Customize T&A Options

Select this box to enable all fields of "Normal Time" and "Overtime" for this user.

Always Normal Pay

Click here to set user with normal pay in all hours.

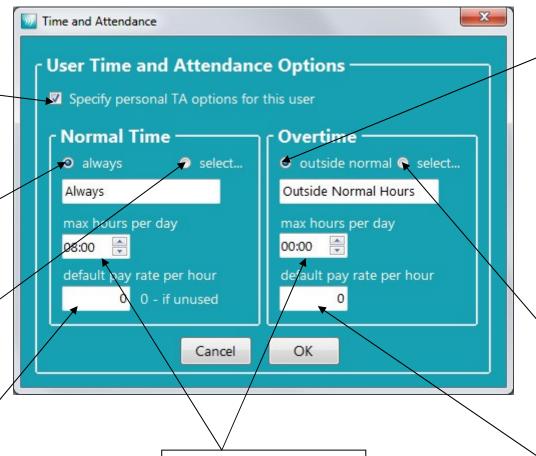
Define Normal Hours

If you would like to define normal hours for T&A, click here.

Please see Define T&A Hours.

Normal pay rate

Enter normal pay rate for this user.



Maximum Hours

Adjust maximum hours for normal and overtime per day.

Outside Normal Hours

Click here to select all time outside the hours of "Normal Time" as over time.

Define Overtime Hours

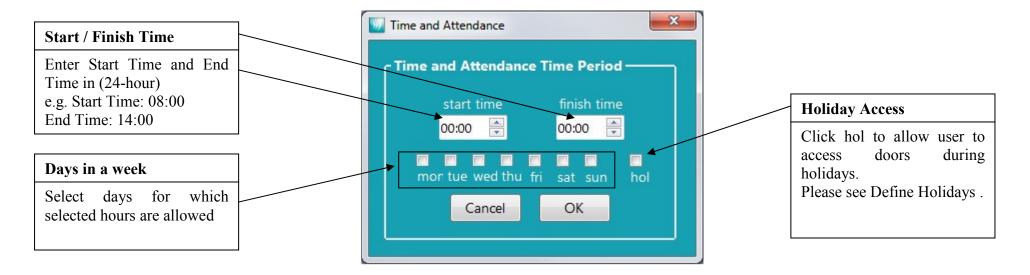
If you would like to define overtime hours for T&A, click here.

Please see Define T&A Hours.

Overtime pay rate

Enter Overtime pay rate for this user.

Define T&A Hours



Enrol Fingerprints

NOTE: You must have GSD user fingerprint enrolment reader ready to enrol fingerprints.

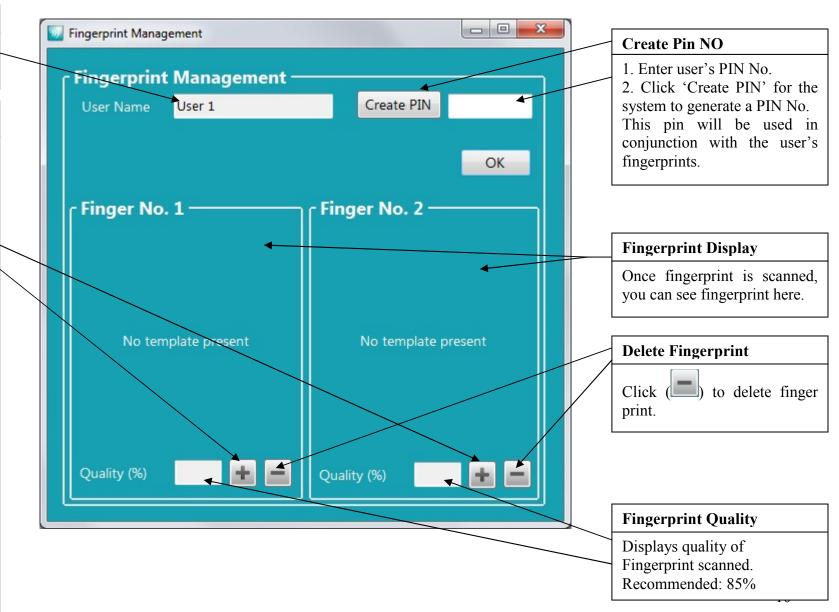
Active user

This is the user you are enrolling the finger prints for.

Enrol Finger Print

- 1. Click () to activate Fingerprint reader. If reader has infrared (red) light illuminated, it means reader is ready to enrol fingerprint.
- 2. Place a finger on fingerprint reader.
- 3. You can see the quality in quality field. Recommended quality is min 85% for reliable operation.
- 4. You can see scanned fingerprint in finger print display
- 5. You can enrol two finger prints for a user.

Click second (sign to enrol second fingerprint and repeat steps 1 to 5.



User Options

Export User List

This will export all the users in the system to CSV File. Note: You can open this file in notepad or Microsoft Excel (if you have Microsoft Excel available in your system.)

Toggle Relay

This option works when both the user and the door (see Door Settings for details) have toggle relay option enabled.

When enabled, user can hold the door open.

Import User List

will be imported.

This will import user list from a csv file.

Note all users in csv file

Toggle relay

Alarm manager

Print User List

Verify photo-

Challenge photo

Click here to print the list of all active users.

Print ID Card

Click here to print ID card for the selected user.

(Note: you should print ID card on ID card printer for better quality).

Verify Photo

This option works when both the user and the door (see Door Settings for details) have verify photo option enabled.

When enabled, user's photo will appear on PC Screen at the time of door access

Alarm Manager

User with this feature enabled can arm and disarm the connected intruder alarm.

The door control will also need the feature enabled and the User must press the 'tick' key on the door control first before entering their code for this feature to function - otherwise the door control and user will act as normal.

Challenge Photo

This option works when both the user and the door (see Door Settings for details) have verify photo option enabled.

When enabled, user's photo will appear on PC Screen at the time of door access. Administrator must allow access to user by clicking on 'Open Door' button when window pops up on the PC Screen.

GOOD PRACTICE FOR SETTING UP A NEW NETWORK

STEP	PROCEDURE	ACTION	
	Start from here if it's a new Controller steps 1 to 10		
1	Note the 'Comm Port' number used by the serial cable in the 'Device Manger' settings in the PC. Set the same comm port number in the Application in the 'Settings Tab'	number that the serial lead is now on - if necessary go to the	
	(<u>NOTE</u> : Once the connection is made the Controller will appear in Blue)		
2	Add the number of doors you need for this network.	In the Doors tab – hit the '+' button to add doors until you have all doors added.	
3	Make sure all doors are 'Enabled'	Tick the 'Enable' box in all doors.	
4	Do a full' Download' now	In the 'Settings' tab hit 'Configuration Download' and proceed.	
		(NOTE: if there are no fingerprints in the system now – hit 'No' when asked)	
5	Create a 'Wireless Network' now	In the Controller section – click on 'Wireless Network' and then in the new the new box click on 'Create New Network.	
6	Allow Doors to Join the network	Hit the 'Allow Doors to Join' button.	
		(NOTE: All doors should be powered up at this point and the LED should be indicating that it does not have an network by flashing Red Led)	
		All doors will now start to 'beep' once to become door one.	
7	Trip each door control one by one until all doors are	The first door will beep once	
	joined.	The second twice	
		The third three times	
	(<u>NOTE</u> : As you join one door all other doors will automatically start to beep the next door number)	And so on till all doors are joined	
8	When all doors are joined 'Secure the Network'	Hit the 'Secure the Network' button.	
9	Do a Full Download	In the 'Settings' tab hit 'Configuration Download' and proceed.	
		(<u>NOTE</u> : if there are no fingerprints in the system now – hit 'No' when asked)	
10	Proceed to configuring all doors and Users	Set up all Door Groups, Timezones, User Groups and User options	
	If its an existing network that you want to default start here with steps A to D		

STEP	PROCEDURE	ACTION
A	Default all doors	1. Easiest way is to 'Right click' on the controller and default all
		doors at the same time.
	(NOTE: If you have defaulted the controller first you will	\mathcal{E}
	have to refer to the installation manual for 'force default' instructions for each door type)	3. See 'Manual' default on each door in the installation manual.
В	Remove all doors form the controller on the PC application	Hit the 'minus' button until only one door is left.
С	Default the Controller	1. Remove the power
		2. Set all the Dip switches to the 'On' position
		3. Re-Apply the power
		4. After power up sequence is complete – restore the Dip switches to
		the address position.
D	Connect the PC to the controller via the serial connect.	You may need a USB to serial adaptor and drivers for same.
	Now go back to Steps 1 to 10 above	

Installation Plan

Step 1

Plan and setup all the door groups, you will need in the Installation – remember that some doors will be their own Door Groups.

Step 2

Plan all the time zones you will need to operate and control the doors and the users. Decide days of the week and the holidays to be excluded.

Step 3

Within the user group – select the door group and then select the time zone for this door group.

Step 4

Repeat the steps (1 - 3) for each of the 6 door groups within the access group.

Step 5

Repeat Steps (1 – 4) for each of the user group.

Tips!!

- Make the doors first that will be their own Door Groups.
- 2. Make all the common doors the next group.

Note: There could be several groups of common doors especially if they are controlled at different times.

Tips!!

- 1. Decide the days of the week you need to control.
- 2. Decide if one time period is enough or do you need more 'detailed'.
- 3. Use all 4 time periods if you need different controls on different days.

Tips!!

- 1. More than one door group can use the same time zone.
- 2. Select the Door group and the time zone remember this could be just one door in its own group. E.g. an apartment door having access all day every day.

Example: when using more than one Door Groups and Time zones within a User Group would be large building with different departments and different Door Groups and time zones but you want the same users in this User Group having access their as well. E.g. The apartment owner having access to a common area like main entrance door to the building or to common recreation area.

Setting up a user group

Access Levels

UserGroups by

Access Levels

UserGroups.

Note clicking on

UserGroups will

turn it blue. This

UserGroups are

on the screen

1. Activate

clicking on

Tab.

2. Click

indicates

now.

User Groups are made up of Door Groups and Time Zones. See "Setting Up Door Groups" and "Setting Up Time Zones" for details.

Note: You must have the Door Groups and Time Zones already set-up at this stage. Otherwise, every user is going to have Full Access – All Day, Every Day.



Edit UserGroups

UserGroup to edit

Select a

Edit UserGroups

Each UserGroup can have up to 6 Door Groups and 6 Time zones.

Create Group Pin

- 1. Enter user's PIN No.
- 2. Click 'Create PIN' for the system to generate a PIN No.

This is useful for a department where you don't have to issue each person with their own PIC No.

DoorGroup

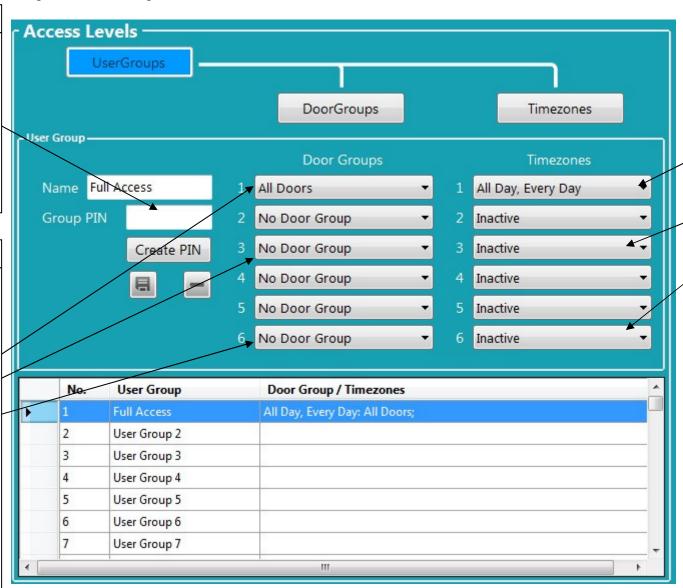
This drop down box will display all the doorgroups available to be selected as part of the User Group.

This dropdown contains following choices:

- 1. <u>Door Groups 1 to 128</u> Select the door group you require as per installation plan.
- 2. All Doors

Select this option if all doors are required to be accessed.

3. No Door Group
Select this option if you want to unselect the door group for this User Group.



Time zones

The Drop down box will display all time zones available to be selected as part of the User Group

This dropdown contains following choices:

- 1. <u>Time zones 1 to 128</u> Select the time zone you require as per installation plan.
- 2. All Day, Every Day
 Select this option if all
 doors are required to be
 accessed all day every day.
- 3. <u>Inactive</u> Select this option if you want to make the time zone for this door group inactive.

Setting up a time zone

1. Activate Timezones by

clicking on

Tab

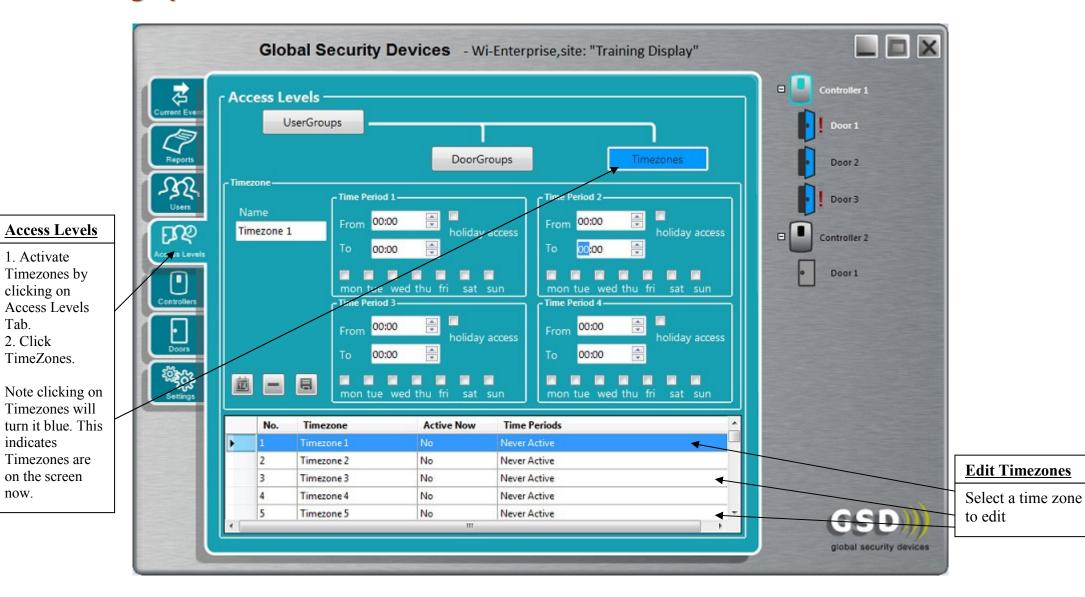
2. Click

indicates

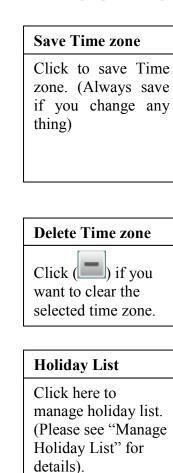
now.

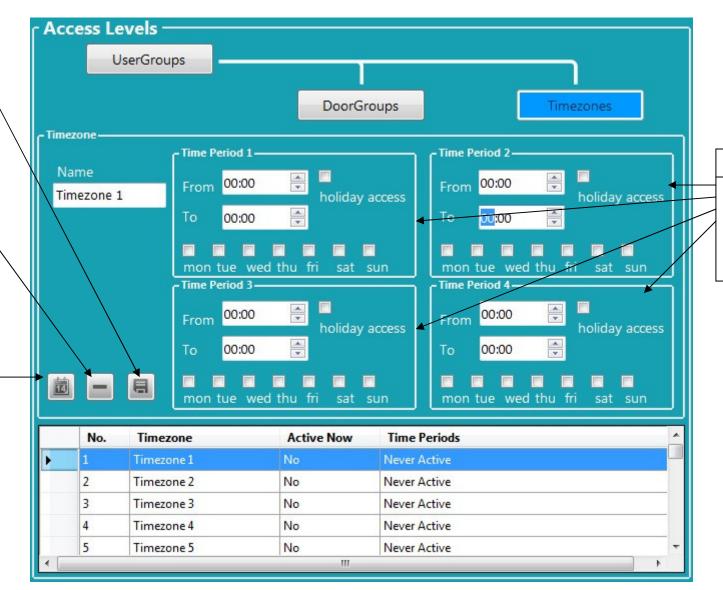
on the screen

TimeZones.



Edit Time Zones

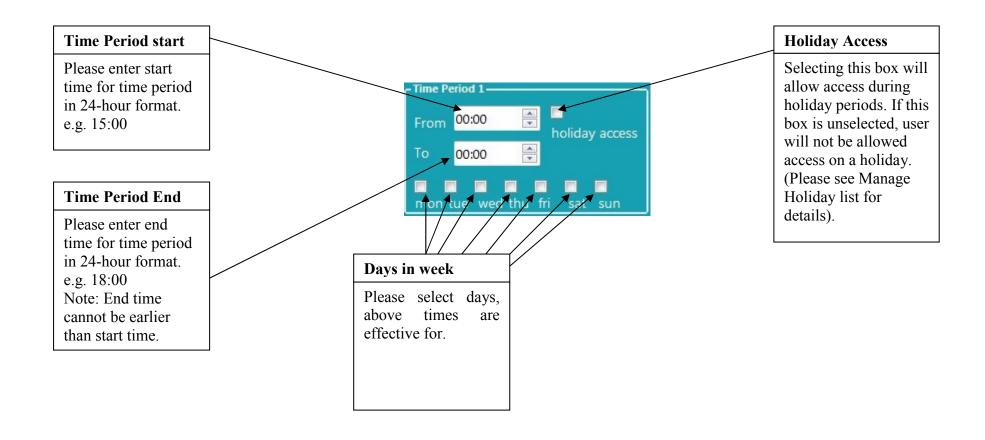




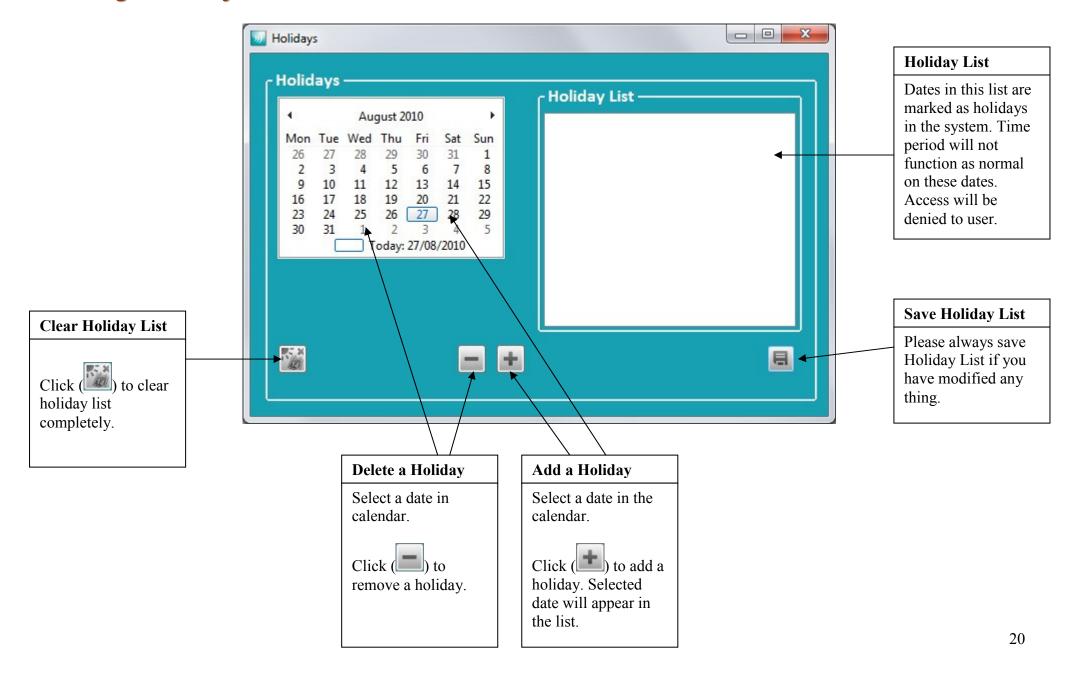
Time Periods

You can set up to 4 time periods in one time zone. (Please see "Manage Time Period for details)

Manage Time Period



Manage Holiday List



Setting up Door Groups

1. Activate

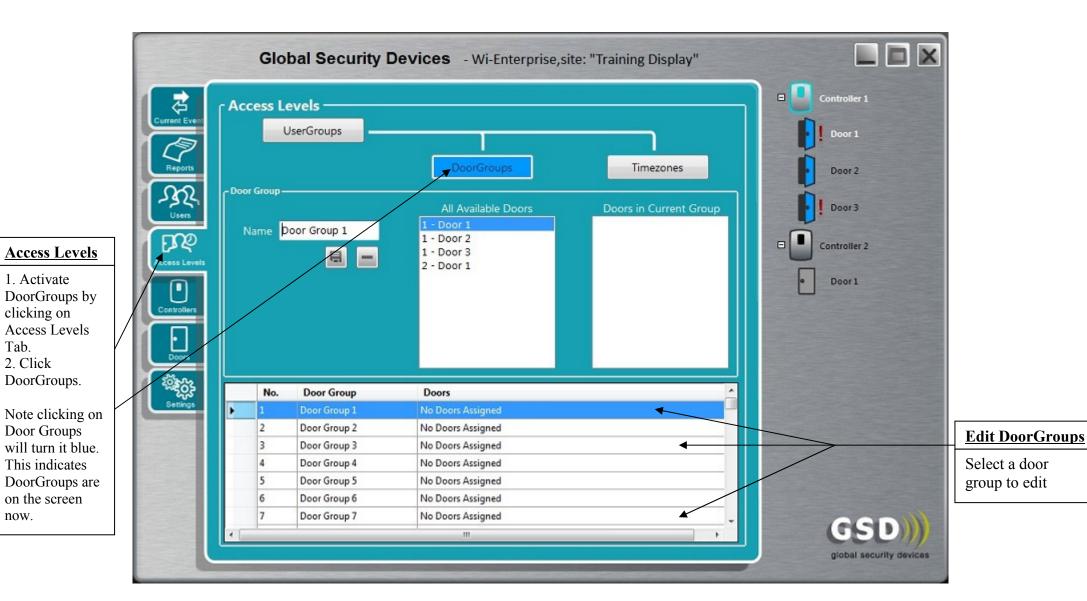
clicking on

Door Groups

on the screen

now.

Tab. 2. Click DoorGroups.



21

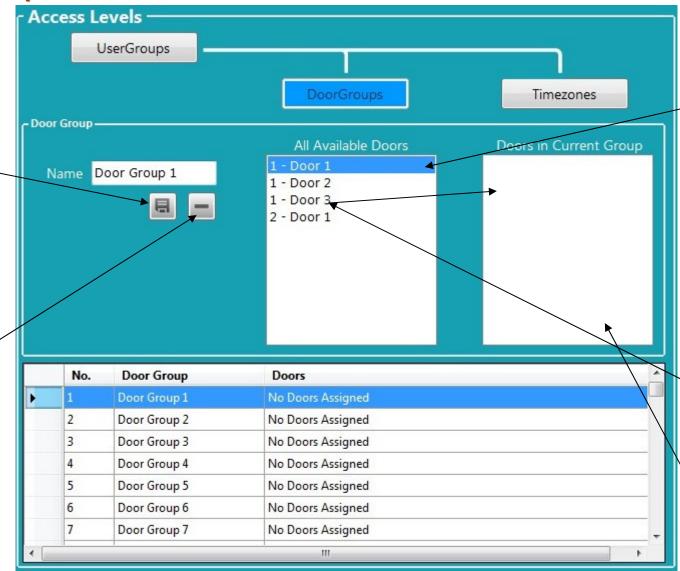
Edit DoorGroup

Save Time zone

Click to save Time zone. (Always save if you change any thing)

Delete Time zone

Click () if you want to clear the selected time zone.



Available Doors

This list contains all door currently available in the system.

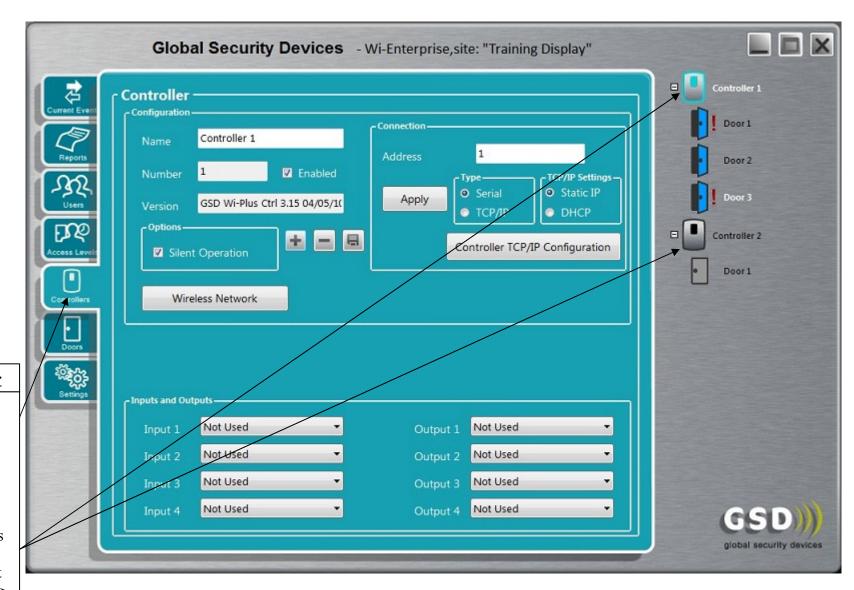
Add a door

Select a door from the list and drag it to "Doors in Current Group" to add a door in current door group.

Doors in Current Group

Doors that are selected in the group are displayed in this list.

SETTING UP A CONTROLLER

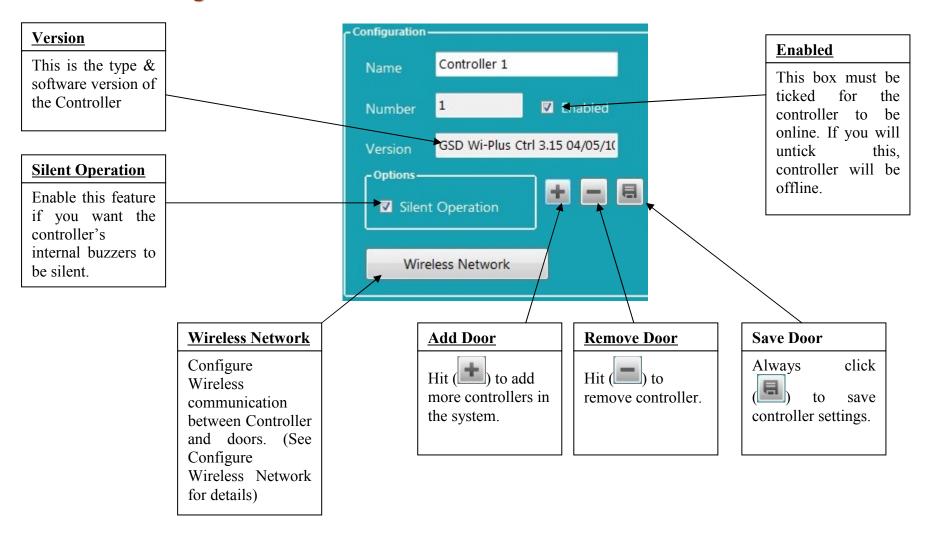


Access Conroller

You can select a controller by:

- 1. Click on Controllers Tab.
- 2. Select a
 Controller.
 (Controller1 is highlighted indicating that we are looking at settings of Controller 1.)

Controller Configuration

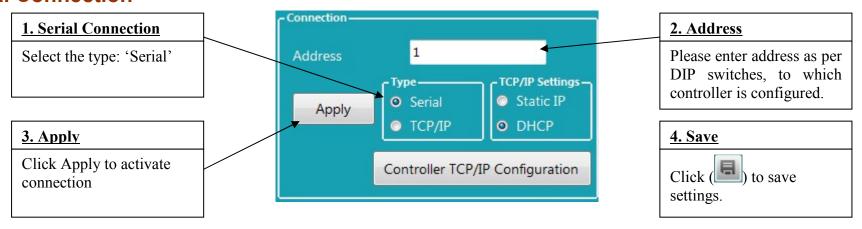


Connecting a Controller to computer

A controller can interact with computer through multiple ways

- 1. Serial Connection
- 2. TCP/IP Connection
 - a. Static IP Address
 - b. Dynamic IP Address

Serial Connection



TCP/IP connection

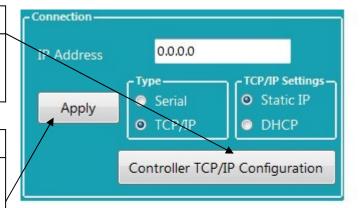
Static IP Address

1. TCP/IP configuration

Click this button. This is used to send new settings to the controller.

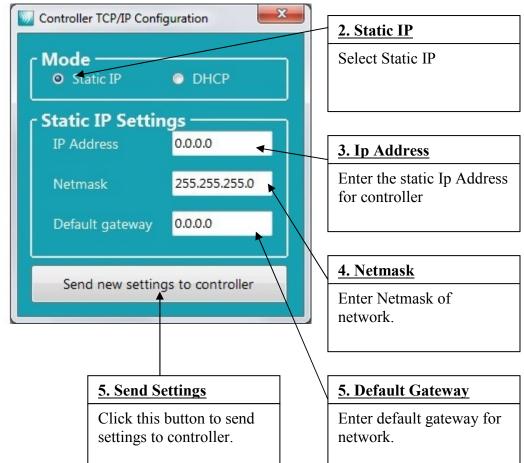
6. Apply

Click Apply to activate connection



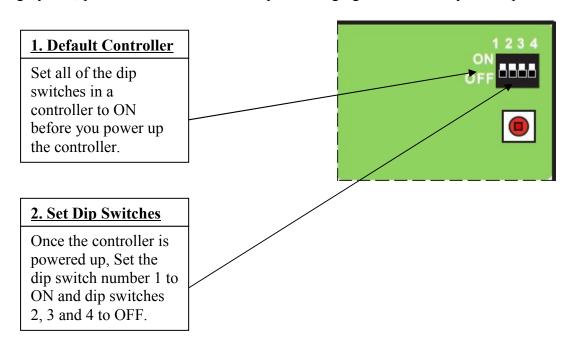
7. Save

Click (to save settings.

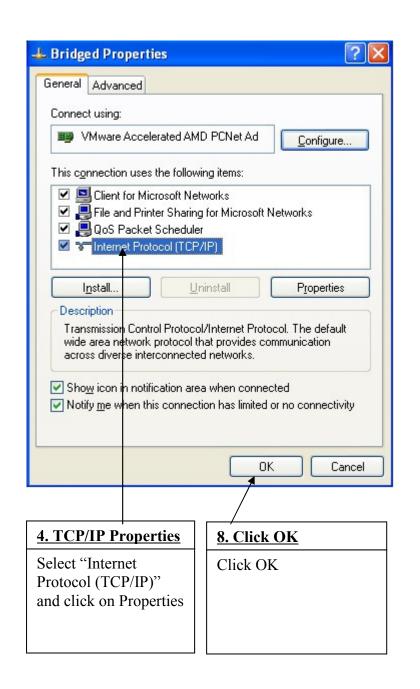


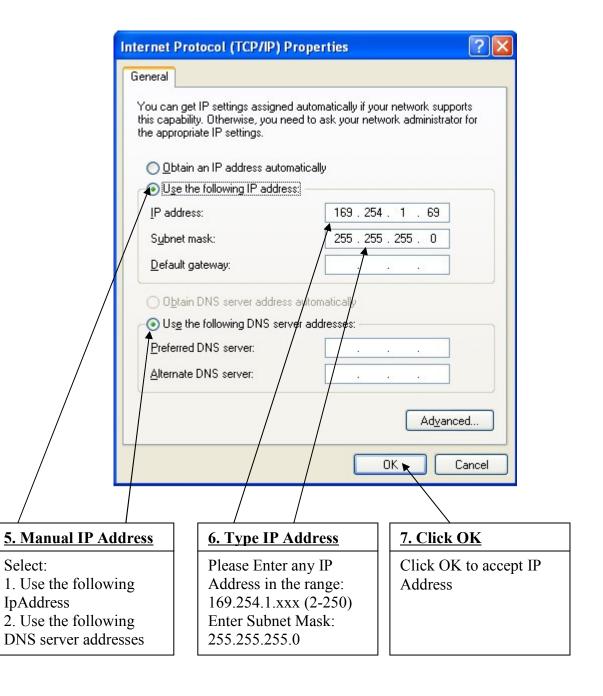
Configure a New Controller with Static IP

To set up a controller with Static IP address, please follow the following steps. Steps 3 - 8 show the images for Windows Xp. If you have different Operating System, please refer to Windows Help for changing IP Address of you computer.



Step 3: In Windows Xp, click on Start Menu → Control Panel → Network Connections → Double click the network, you are connected to. (Note: This should open properties as shown in picture below)



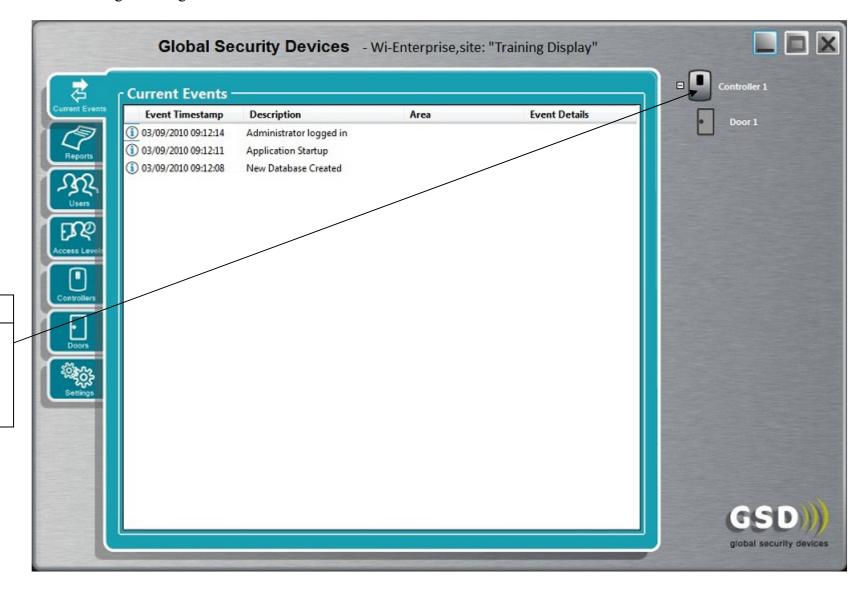


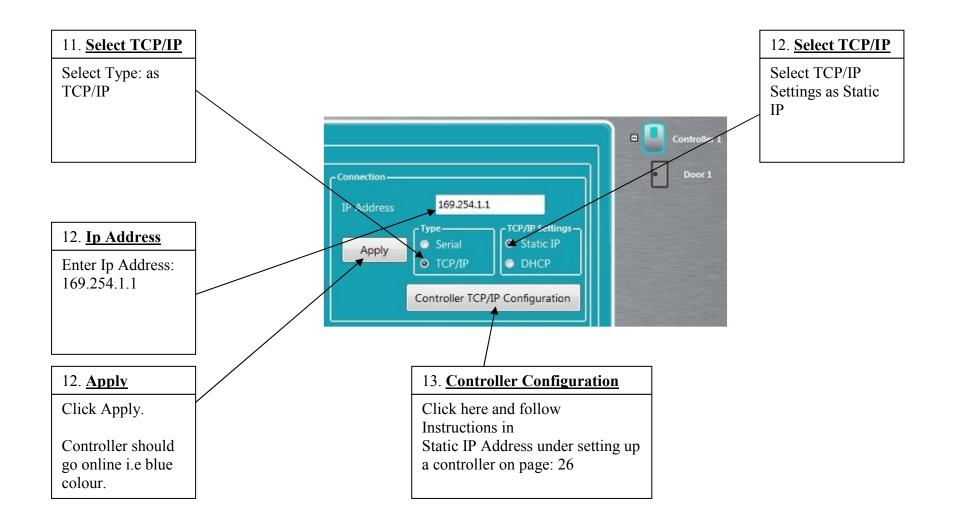
- 9. If you have successfully completed above steps, please connect the controller to your computer.
- 10. Start GSDWin and log in as Engineer

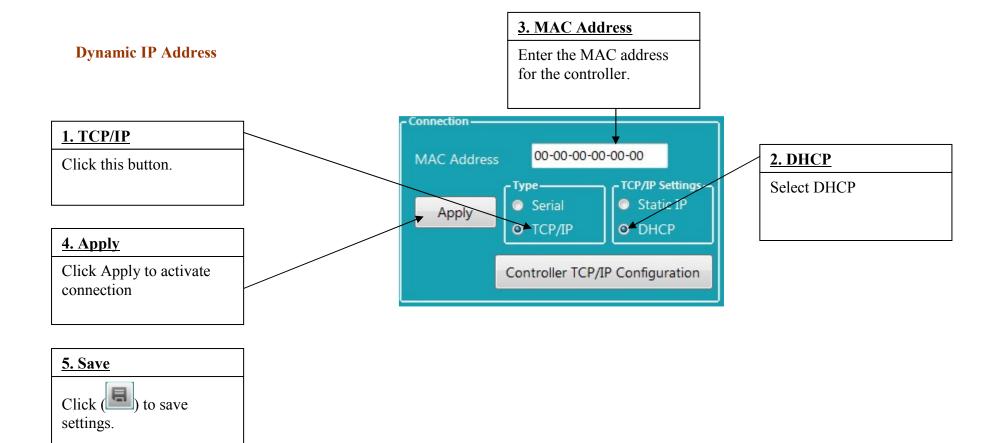
11. Controller

Click on the controller you

want to configure.







Configure Wireless Network

1. Create New Network

Click this button if you want to create a new network and follow on screen instructions.

Controller 1

Create New Network

Allow Doors to Join

Secure Network

2. Allow Doors to Join

Once the new network is created, click this button. This will allow any new doors (without a network) and within range to join the network.

<u>Controller</u>

You are about to configure wireless communication for this Controller.

3. Secure Network

Once all doors have joined the network, you must not secure network to lock down what you have enrolled and to prevent any

unwanted doors to join this network.

Note: If you have more than one controller on a network , repeat this procedure for each controller.

CONTROLLER INPUTS

OPTION	DESCRIPTION
Not Used	Input does not has any function
Fire Alarm override	Input will respond to a fire alarm activation from a connected fire alarm system and will open any access door set as a fire
	alarm door.
Intruder Panel	With a connected intruder panel, this input will inform the controller when the intruder alarm is armed/disarmed or in alarm.
Tamper Alarm	When connected to any device that needs its tamper monitored e.g. Power supply.

CONTROLLER OUTPUTS

OPTION	DESCRIPTION	
Not Used	Output does not has any function.	
Door Alarm	When a door control has an alarm issue, this output will trigger the connected device or sounder.	
Fire Alarm	When a fire alarm is triggered via an input this output will activate the connected device.	
Duress PIN Alarm	When a duress PIN is entered on a door control this output can be used to trigger another device such as digital communicator.	
Any Door Open	When any door is open this output will trigger the connected device such as buzzer.	
Door Forced Alarm	Any door with a contact fitted to monitor the door which is forced open will cause this output to trigger the connected device	
	such as siren.	
Door Ajar	Any door with the feature enable will cause this output to trigger if the door is left ajar.	
Tamper Alarm	Any tamper on any door control will cause this output to activate the connected device or intruder alarm panel if connected.	

Setting Up a Door



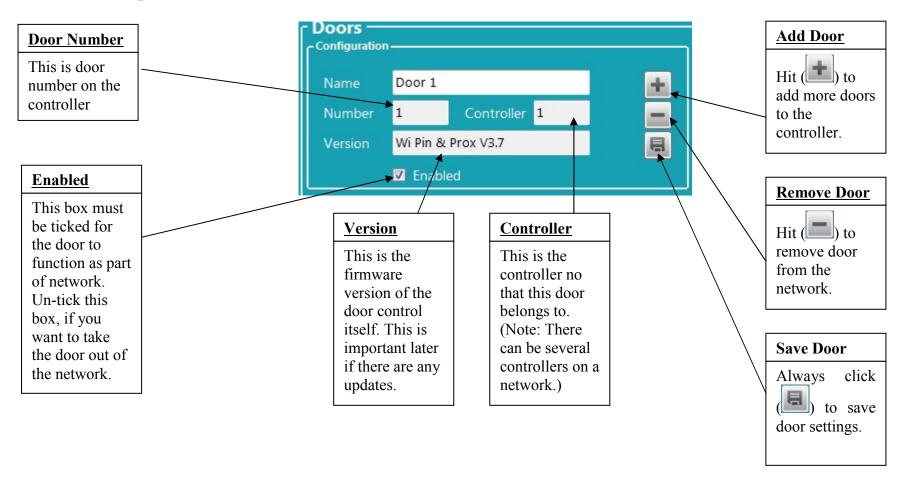
Access Doors

You can select a door

- 1. Click on Doors Tab.
- Doors Tab.

 2. Select a door.
 (Door1 is highlighted indicating that we are looking at settings of door 1.)

Door Configuration



Door Options

OPTION	PURPOSE		
Exit Always on	Always allows user to exit. This option overrides anti-passback, challenge photo and timezones.		
Silent Mode	If enabled there will be no audible tones or buzzer from the keypad for any operation.		
Fire exit door	If enabled the door will automatically open in the event of a fire alarm activation which is connected to Network Access		
	Control System.		
	Only doors with this feature enabled will be opened.		
	Input 3 must be connected to the fire alarm ouput that's triggers when the fire alarm activates.		
Door open chime	The door will chime when a correct code/fob/fingerprint is presented and the relay is operated to open the door.		
Toggle Operation	If enabled in conjunction with a 'Toggle User'. User can keep this door open permanently until the user enter		
	code/fob/fingerprint.		
	Note: This setting will only work if both door and user are set up for Toggle. (Please see 'User Settings').		
Anti-Passback door	If enabled, all users can only pass through this door once in 24hr period unless they exit through an 'Exit' door control		
	elsewhere on network.		
	This feature (if enabled) will automatically be reset at the default time of midnight for all users but can be changed to another		
	time through Settings Tab. (Please see 'Settings').		
Anti-tailgate	If enabled, the door will lock aprrox 3 seconds after the door closes. The door must be monitored with a door contact for this		
	feature to work.		
	Example: relay time is 30 seconds, door closes in 10 seconds. Release time is shortened to 3 seconds). The remaining 17		
	seconds are discarded.		
Verify/Challenge Photo	This feature works in conjunction with the two options in the user settings (Please see 'user settings').		
	If verified photo feature is turned on for the user and enabled here as well. The user's photo will pop up on the screen when		
	the user access through this door.		
	If challenge feature is enabled for a user and enabled here as well, the user's photo will pop up on the screen when they		
	attempt to access through this door. However, the door will not open until the administrator hits the 'Open Door' button once		
	they are satisfied the correct person is being allowed access.		
Invalid Token Mode	The door will be locked out for 5 minutes after 5 minutes		
Entry Door	If enabled, the door control is outside and is allowing access into the building. If a slave reader is connected the slave reader		
	will automatically become an exit reader allowing access out of the building.		
	Note: this is important feature for time and attendance.		
Exit Door	If enabled, the door control is inside and is allowing access out the area/building. If a slave reader is connected the slave		
	reader automatically become an entry reader allowing access into the building.		
Backlight always on	If enabled, the backlight on the keypad will be always on. If disabled the backlight will be automatic once they first key is		

	pressed on the keypad.	
Door bell	If enabled, the 'tick key' on the door control acts like a door bell button when pressed. Output 2 on the door control can be	
	connected to a siren or a buzzer etc., which will activate when the 'tick' key on the door control. The amount of the time that	
	the output activates for is controlled by the 'Door bell time' in the timers of the section.	
Scan mode always on	The fingerprint scanning sensor (red light) will be always switched on.	

Alarm Options

OPTION	DESCRIPTION		
Intruder Alarm Door	If enabled, this door will act as keypad for 'Arming' and 'Disarming' the intruder panel alarm.		
	Note: the user must also be selected as 'Alarm Manager' user in the user tab. (See User Settings for details.		
	Input 3 must set for 'Alarm Panel option and connected to and arm/disarmed status output on the intruder alarm.		
	Output1 must also be connected to an intruder alarm input which is capable of arming/disarming the intruder alarm when		
	activated or deactivated.		
Door ajar alarm	If enabled, Output 2 will trigger any siren/buzzer connected when the door ajar time has expired.		
	The door ajar time is selectable under the 'Door Timers' (see Door Timers for details) and the alarm will occur when the		
	has expired after the relay time. (i.e. Door Relay Time + Door ajar time) when Output 2 is triggered.		
	A door contact must be fitted and connected to Input 2 so that the door control will know when the door is open or closed.		
Enable duress	If enabled a duress code is generated whereby the door will open as normal but will send a silent panic alarm trigger to the		
	intruder alarm panel. A 'silent panic alarm' can be sent via the intruder alarm digital communication to a 24 hr alarm		
	receiving centre (ARC).		
	Output 2 must be connected to the intruder alarm panic input.		
Door forced alarm	If enabled, Output 2 will trigger any siren/buzzer connected when the door is forced open. It could also be connected to an		
	intruder alarm input.		
	A door contact must be fitted and connected to Input 2 so that the door control will know when the door is opened or closed.		

Card / Fob Options

OPTION	DESCRIPTION	
GSD only	If selected, only GSD cards and fobs will work this system	
GSD and Paxton	If selected, both Paxton and GSD cards and fobs will work with this system	
GSD and HID	If selected, both GSD and HID cards and fobs will work with this system.	

Inputs / Outputs

OPTION	DESCRIPTION			
Input 1	This input should be connected to an Exit Button (Push to release) and or a break glass unit. If you require both, they should be wired in series.			
Input 2	door is opened or close	This should be connected to a door contact or the contacts in a monitored lock. This is how a door control will realise if the door is opened or closed. If no door contact or monitored block is used, this input should be strapped to '0V' so that the door icon doesn't look ajar. Door ajar option should be enabled or disabled according to what is required.		
Input 3	This should be connected to a door contact or the contacts in a monitored lock. This is how a door control will realise if the			
		here with this option chosen. This is how the door will realise if the intruder alarm system is armed or not.		
Output1	Follow relay, Interlock output, Slave reader input, Panel alarm output			
Output2		Door alarm or snoozer.		

Door Timers

OPTION	DESCRIPTION		
Door Relay Time	You can select from the drop down box the relay time for which the door control fires its output.		
	Range: 0-255 seconds.		
	Note: If strike lock is being used that this setting must be '0' in order to avoid damage to the lock. A momentary pulse of		
	200ms will be applied.		
	Please also ensure that the correct side of the relay is used depending on the lock type.		
	Mag locks should be connected to the Normally closed side of the relay.		
	Strike locks should be connected to the Normally opened side of the relay.		
	Always ensure that the Varistor is in the correct position as well. Please refer to the installation manual for the correct		
	position.		
Door Ajar Time	This is the time set to trigger an alarm in the even that the door has been held open beyond the relay time. An alarm will be		
	activated via Output 2 triggering whatever is connected to this output when the relay time has expired plus the door ajar time.		
Door Bell Time	This is the time set to trigger the door bell feature using the 'Tick' button on the door control.		
	Output 2 will trigger the device that is connected to it when this is pressed.		
	Time Range: 1 – 10 seconds		

Door Timed Actions

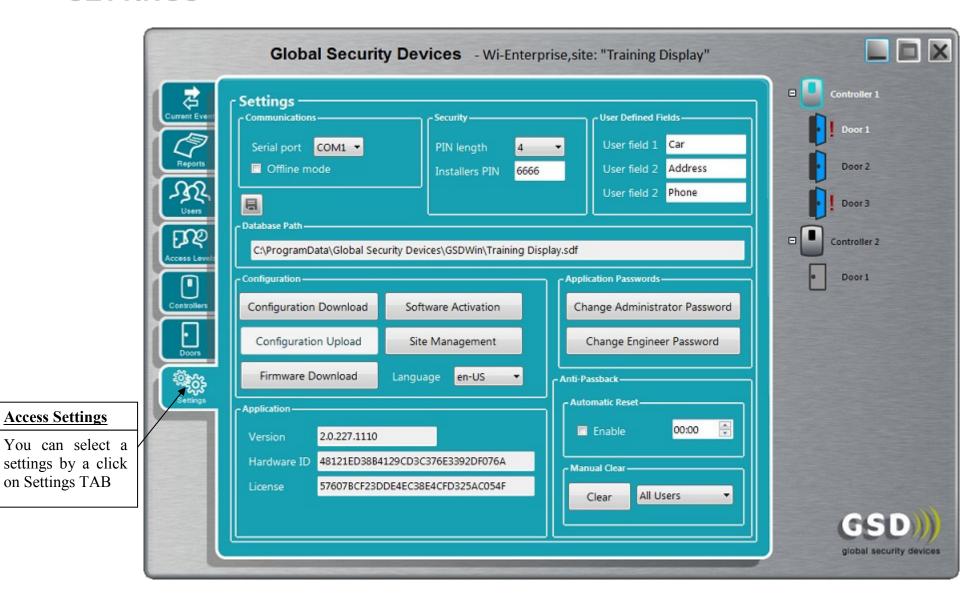
OPTION	DESCRIPTION		
Locked	Inactive		
	Time zone	If selected, the door will be locked as per a timezone chosen. (See Setting Timezones for details)	
	All day every day.	All Day every day: If selected, the door will be locked all day every day.	
Unlocked	Inactive		
	Time zone	If selected, the door will be unlocked as per a timezone chosen. (See Setting Timezones for details)	
	All day every day.	All Day every day: If selected, the door will be unlocked all day every day.	
Output1	Inactive		
	Time zone	If selected, output 1 will be active as per a timezone chosen. (See Setting Timezones for details)	
	All day every day.	All Day every day: If selected, the output1 will be active all day every day.	
		Note: Output1 is associated with the interlock feature.	
Card and PIN	Inactive	This option should be inactive if door control is Wi-Pin only, WiProx only OR Wi-Bio as it has no	
		function for these door control types.	
	Time zone	This should be selected if this door is a Wi-Pin & Prox and need to be operated in accordance with a	
		Time zone period. (See Setting Timezones for details).	
	All day every day.	This should be selected if this door is a Wi-Pin & Prox and needs to be operated all day, every day.	
Any Card	Inactive	This option should be selected if this door control is Wi-Pin only or Wi-Bio only. It should be	
(Note: Be careful with		selected for Wi-Prox only or Wi-Pin and Prox if you don't want ANY card operating on the door	
this setting) which is not necessarily on the system at all.			
	Time zone	This should be selected if this door control is a Wi-Prox only or Wi-Pin and Prox and needs to operate	
		in accordance with a timezone period for any card (even when the card is not on the system).	
	All day every day.	This should be selected if this door is a Wi-Prox only or Wi-Pin and Prox and needs to operate all	
		day, every day, for any card presented. For example the entrance door to an area where ATM	
C 1 PD1	T	machines are available or an engineer on a site.	
Card or PIN	Inactive	Card or PIN should be selected as Inactive if you don't want any card or PIN operating the door	
	T.:	control. It could be selected if the door is a Wi-Bio.	
	Time zone	This should be selected if this door is a Wi-Pin only or Wi-Pin and Prox and needs to operate in	
	A 11 1 1	accordance with a timezone period with either the card or the PIN.	
	All day every day.	This should be selected if this door is a Wi-Pin only or Wi-Pin and Prox and needs to operate all day,	
DDV1	I	every day.	
PIN only	Inactive	PIN only should be selected as Inactive if this door control is a Wi-Prox only or a Wi-Bio as it has no	
	Time zero	function for these door control types. This should be selected if this door is a Wi DIN only. Wi Din and Pray and needs to approx in	
	Time zone	This should be selected if this door is a Wi-PIN only, Wi-Pin and Prox and needs to operate in	

All day eve	accordance with a timezone period. This should be selected if this door is a Wi-PIN or Wi_Pin and Prox and needs to operate all day, every day.
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SETTINGS

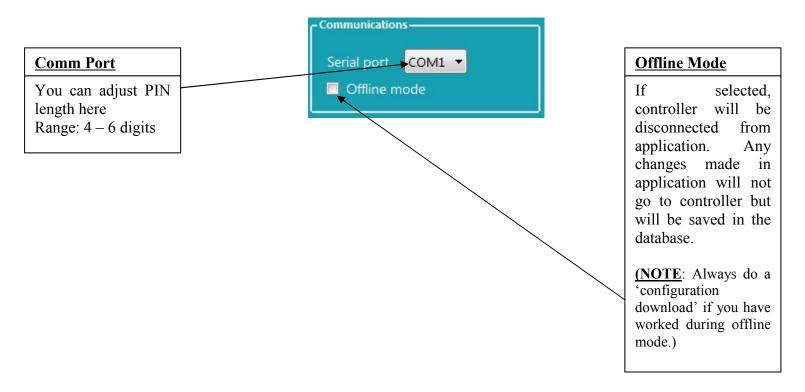
Access Settings

on Settings TAB



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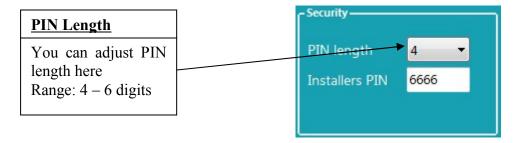
Communications Settings



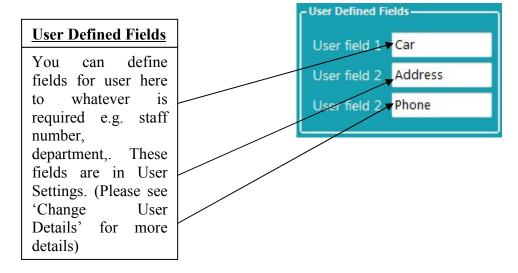
Security Settings

You can increase the security level by increasing the PIN length.

Note: higher the length, higher is the security.



User Defined Fields



Advanced Settings

Database Location

This is the file location of database on you computer. This is important as you can save a copy or email a copy if necessary.

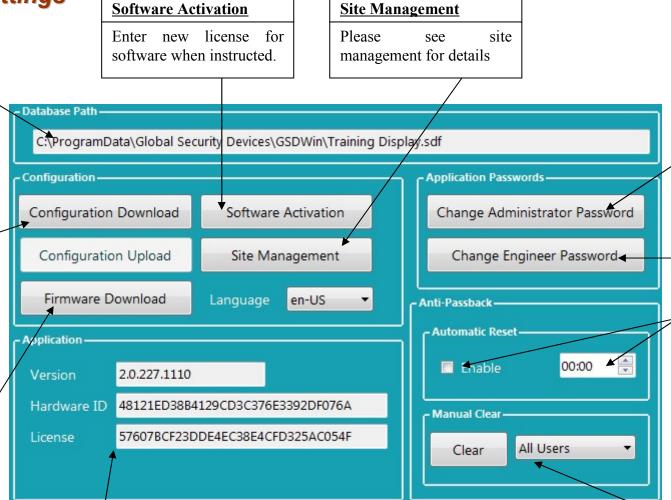
Configuration Download

Always do a configuration download after:

- 1. Setting up new doors.
- 2. When you make critical changes e.g. fingerprints.

Firmware Download

Please follow onscreen instructions to download firmware



Application

Application Software Version, Hardware ID, License are displayed here. You may require them for technical support.

Change Passwords

Change administrator / Engineer's PIN here. Length of PIN can be adjusted in Settings TAB. (Please see security settings for details)

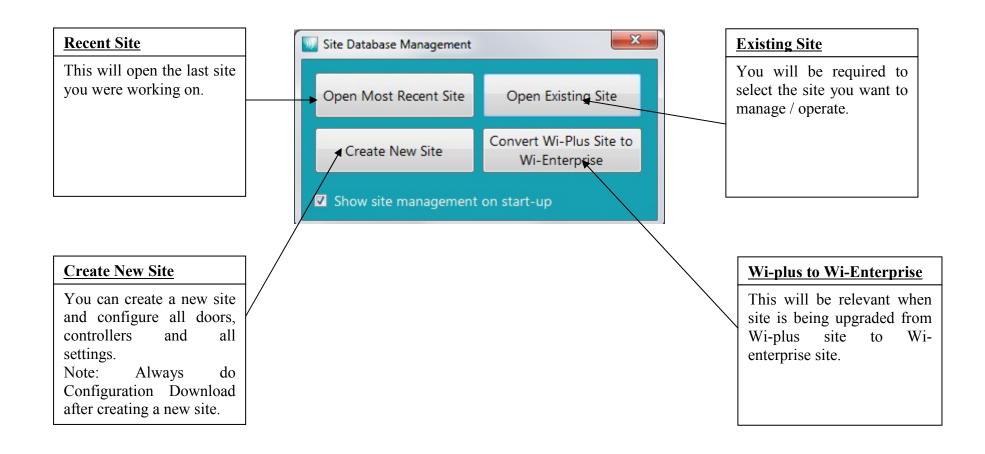
Anti-Passback

If you enable this option and enter a time. Anti-Passback will be automatically reset for all users at this time each day.

Clear Users

Here you can clear individual users or all users manually and instantly by clicking on Clear Button

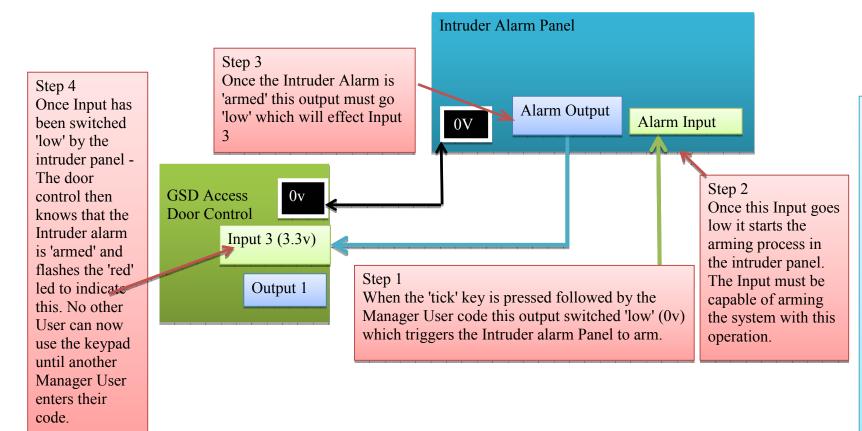
Site Management



ALARM MANAGER USER

NOTE: All GSD Outputs are 'Open Collector Outputs' (Max 12V/100ma)

Follow Steps 1 to 4 for the sequence for arming.



Note: During the 'Disarming' process the reverse happens -Once the Manager user enters their code -0v falls off at output 1 which will trigger a disarm at the Intruder panel which will then remove the '0v' from the alarm output thus informing the GSD keypad at Input 3 that the Intruder panel is now disarmed.

TROUBLE SHOOTING

CONTROLLER

ISSUE	POTENTIAL CAUSE	AL CAUSE RESOLUTION	
	Wrong Comm port setting	Set the comm. port correctly. Check PC Port Settings in Device Manager	
	Wrong address in the controller	Set the correct address of the controller	
Not communicating with PC	Dip switches still in default position	Set the Dip switches to the correct address and normal position. (Please see installation and user manual for controller)	
	TCP/IP issue	Please check the IP Address and ensure you have correct IP Address for the controller.	
	Faulty comm. port in PC	Check against another computer / laptop	
Power supply issue	No power reaching controller	Check:	
		1. Power supply has power.	
		2. All fuses are ok.	
		3. 12v is being sent to controller.	
Cannot find doors All doors are defaulted		Please make sure all doors were enrolled.	
	Doors are not online.	Check all doors are in the 'normal' operating mode 'Blue'.	
Structural issues affecting Has customer done anything that could		Take any necessary action including moving the controller to resolve.	
network	interfere with the system working now?	Customer should be aware of the issue and that this is not a product problem	

DOOR CONTROL

ISSUE	POTENTIAL CAUSE	RESOLUTION
	Door is not 'Enabled'	Enable the door and save
Door appears off line 'Grey'	Door has been defaulted	Re- enrol the door and save
Door appears on time Grey	Door is off line -	1. check the network is running by checking other doors
		2. Check the condition of the LED on the keypad
	Door is controlled by a time zone period	Check all time zone periods if applied
	Door is permanently locked	Right click on the door and put door to Normal; Blue mode
Door is working sometimes	Door is permanently un –locked	Right click on the door and put door to Normal; Blue mode
and not other times	Possible toggle feature is being used by a	Check if this correct or a mistake and rectify
and not other times	toggle user	
	User is a timed User	Check setting
	Wrong timed action	Set the correct action for the door
	Wrong code or wrong fob	check the user has the correct code and fob
	Outside door group/ User group	Check the user has the correct User Group and permissions
Door is not working for	Anti passback is turned on	Remove anti passback or inform the user how it works
some users	Challenge feature is enabled by mistake	Remove the challenge feature or inform the user how it works
	Interlock has been programmed and wired	Check that this correct and required by the customer
		Do a Full Download
Power supply issue	No power going to the controller	Check power supply has power, all fuses are ok and 12v being sent to the
		Controller
Lock problems	Lock is not getting power	Check voltages at the lock when keypad relay is operating.
	Varistor is in the wrong place	Check the correct position in the manual for the lock type
	Wiring is wrong	
Door control problem	Bad radio location	See if swapping the door control with another resolves the issue
No beeps coming from the door control	Silent mode enable	Switch off 'Silent Mode'



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